



**Massachusetts Bay
Transportation Authority**

RFP 188-22 On-Call Tech Support

December 28, 2022

BD-22-1206-MBTA-MBTA-82681



Agenda

- Briefly review RFP Background
- Briefly review RFP Requirements and Deliverables
- Review Timeline



Selected vendor will help with a part of the FTA SMI Response

As a part of Special Directive 10, all 6 Findings:

- Finding 1: MBTA has not ensured that the necessary structures are in place to support effective implementation and operation of its SMS.
- Finding 2: MBTA executive leadership does not receive prioritized and actionable information related to safety risks or shortcomings in safety risk mitigations.
- Finding 3: MBTA Executive Management does not consistently ensure its decisions related to safety risks are based on safety data analysis or documented facts.
- Finding 4: MBTA's safety investigations and safety assurance activities do not consistently collect and analyze information on precursor factors.
- Finding 5: MBTA's safety risk assessment guidance as part of its Safety Risk Management is ambiguous and has led to confusion among stakeholders regarding their responsibilities and authorities, which has created delays in carrying out safety risk assessments activities.
- Finding 6: MBTA safety information management tools (hazard log, safety risk mitigation log, etc.) do not fully support prioritization of resources to address safety risk and safety performance monitoring.



General requirements:

- This effort requires an on-call technology support to the MBTA's Safety Department.
- The consultant will be required to interface directly with MBTA Safety, and at its direction, work with other MBTA end user departments.
- Some work may also require direct interface with MBTA's technology and software vendors, including those who provide software-as-a-service or standalone database packages.
- The consultant will, working with MBTA Safety, help to translate in both directions between MBTA agency functional needs and technological implementation of those needs in databases and similar tools.



Specific requirements

The MBTA Safety Department may request that the consultant provide one or more of the following on-call services:

- a. Meet with MBTA end-user departments including safety, operations, maintenance, and/or other personnel to document business processes and needs and translate those needs into new or revised database structures and functions.
 - b. Review the business processes and safety goals of the MBTA's safety risk management programs; analyze current or planned database structures to identify possible database improvements or revisions to better operationalize the safety risk management program.
 - c. Review current safety risk management forms including paper, electronic, and other forms and resources outside of the current database; recommend improvements to the database or associated processes to better operationalize the safety risk management program.
 - d. Provide draft language, requirements, and/or request for proposals content for new database resources or services.
 - e. Evaluate regulatory and MBTA safety risk management program requirements for safety risk trend analyses, key performance indicators, dashboards, and reporting for executives, managers, and others; make recommendations and formulate proposed technology and database changes to better facilitate trend analyses.
 - f. Update existing records or enter new records into the database based on the consultant's other work, updates to databases and electronic resources, or other safety risk management program and resource changes.
- Formulate, develop, and deliver training for MBTA personnel on use of the safety risk management database, to include technical, business process, and safety risk management training elements. End users and other training audiences may include safety, operations, maintenance, management, front-line, training, and/or other personnel.



Deliverables

Deliverables will be determined on a task-by-task basis, and are likely to include the following:

- a. Business process documentation, process maps, and/or similar narrative and visual deliverables documenting MBTA use cases and needs and including, where appropriate, consultant recommendations on improving processes and/or databases.
- b. Business process and technical software, database, and interface recommendations intended for MBTA and/or its database vendor(s).
- c. Written input on database procurement, possibly including draft request for proposals language, markup of existing procurement language, specification information, and/or business process documentation.
- d. Update or addition of database records, possibly including updates to match consultant recommendations from other tasks..
- e. Training programs for new and/or existing safety risk management database or modules.



Timeline

TABLE 2-1: RFP CALENDAR		
Procurement Activity	Date	Time
RFP issued	12/22/2022	
Pre-bid conference: Click here to join the meeting Dial in - 1 929-352-1865 and code 31064921#	12/28/2022	12:00 p.m.
Deadline for submission of Proposer questions via COMMBUYS Q&A	12/30/2022	2:00 p.m.
Official Answers for Bid Q&A published by MBTA on COMMBUYS	1/6/2023	2:00 p.m.
Response Due Date	1/20/2023	2:00 p.m.
In-person or virtual presentations to MBTA (estimated)	1/30/2023	
Contract Execution (estimated)	2/17/2023	
Project Start Date (estimated)	2/28/2023	



Questions